

CITY OF MIDDLETOWN
PURCHASING OFFICE
MUNICIPAL BUILDING – ROOM 112
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MIDDLETOWN, CT 06457

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REQUEST FOR PROPOSAL
#2013-005

**ENTERPRISE CONTENT MANAGEMENT SYSTEMS
TECHNICAL SERVICES
CITY OF MIDDLETOWN**

BID OPENING DATE: Thursday, February 20, 2013 at 11:00 A.M.

QUESTIONS: IN WRITING TO THE PURCHASING OFFICE

FAX: (860) 344-3561
EMAIL: PURCHASE@MIDDLETOWNCT.GOV

**DONNA L. IMME, CPPB
SUPERVISOR OF PURCHASES**

**CARL R. ERLACHER
DIRECTOR OF FINANCE AND REVENUE SERVICES**

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**REQUEST FOR PROPOSAL
CITY OF MIDDLETOWN, CONNECTICUT**

Proposals, addressed to the Purchasing Supervisor, City of Middletown, Room 112, Municipal Building, Middletown, Connecticut 06457, will be accepted until **Thursday, February 20, 2013 at 3:00 pm** for the following:

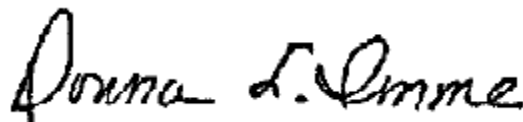
**RFP #2013-005
ENTERPRISE CONTENT MANAGEMENT SYSTEMS
TECHNICAL SERVICES – CITY OF MIDDLETOWN**

Bid documents may be obtained at the Purchasing Office, Room 112, Municipal Building, 245 DeKoven Drive, Middletown, CT., Monday - Friday, between the hours of 8:30 a.m. and 4:30 p.m. **for a fee of \$.50 per page.** It is **preferred** that they are downloaded **free of charge on the City of Middletown web site: www.MiddletownCT.gov.**

The City of Middletown is seeking proposals from a qualified firm to furnish and install an Enterprise Content Management System (ECM). The successful Vendor shall furnish all application software and related implementation services to make the proposed application software operational on the hardware and operating system software recommended by the Vendor. All companies submitting proposals must be fully capable of providing installation, training, support, data conversion, and complete documentation for the software applications being proposed. All proposals shall be submitted in the order stipulated in the RFP on the designated forms and in a clearly marked and sealed envelope as designated in the Information for Bidders. All proposals must be received in the Purchasing Office, Room 112, 245 DeKoven Dr., Middletown CT 06457 **no later than the date and time specified above**. Responses received after this date will not be considered. Proposals must be executed in accordance with and are subject to the instructions contained within the Information for Bidders. The proposals must be valid for a period of up to ninety (90) calendar days or until a contract is signed.

Firms responding to this request should be of adequate size and sufficiently staffed to perform the assignment described above in a timely manner. The firm will be evaluated and selected based on the quality of the software and comprehensive approach to the various tasks to be automated, as well as their technical competence, their capacity and capability to perform the work within the time allotted, and past record of performance which will be appropriately weighted in descending order of importance. **Preference will be given to those firms with the ability to provide all the components and who have current experience and customers within the State of CT.**

The City reserves the right to waive any defect or any irregularity in any RFP and reserves the right to reject any or all proposals or any part thereof. Proposals, amendments to proposals or withdrawals of proposals received after the time set for receipt of the proposals shall not be considered. All firms submitting a proposal with questionnaire are subject to and must comply with the equal opportunity and nondiscriminatory provisions set forth in the Affirmative Action Plan of the City of Middletown. The selected firm must meet all City, State and Federal affirmative action and equal employment opportunity practices.



Donna L. Imme, CPPB
Supervisor of Purchases

Dated: **02/07/2013**
Middletown, Connecticut

RFP #2013-005
REQUEST FOR PROPOSAL
ENTERPRISE CONTENT MANAGEMENT SYSTEMS
TECHNICAL SERVICES – CITY OF MIDDLETOWN

CITY BACKGROUND

Company Background

Middletown, the hub of Middlesex County, is located on the Connecticut River, with easy access to major highways, airports, railroads and other modes of transportation. Our city's forty-two square miles include rural, suburban and urban settings, an historic downtown and large city-owned parks and open spaces.

Current Environment

The city presently has no content management system and all records are maintained in hard copy or pdf formats. None of the documents are indexed, and none are searchable in any electronic system.

PROJECT OVERVIEW

The storage capacity for managing City records is shrinking rapidly. We need to have a means to reduce the physical space required for managing our historical documents. In addition, we need to improve our internal processes for archiving, searching and retrieving documents. This process should also make the searches available to the public through a web interface.

The project should start with our Public Works department records. The process should include the scanning and indexing of meeting minutes and simple office documents. In addition, all of the contracts for Public Works should be built into a complete workflow that follows the entire contracting process, including integration with the City's ERP system from ADMINS, Inc. (*Admins Unified Community*).

These systems will, if successful be used as a model for further expansion of the ECM system to all City of Middletown departments including the Police and Water and Sewer departments.

Project Objectives

The City of Middletown has identified the following as key project objectives:

- Back file conversion of all paper documents into two different formats (Microfilm and Electronic Data preferably PDF) with a complete and searchable index
- Workflow creation where needed.
- Deployment of system framework to allow for future expansion
- Public Web interface
- GIS Integration
- Works on existing virtual infrastructure
- Works with existing multifunction copiers

VENDOR PROFILE

Vendor Experience and Qualifications

1. Please provide a brief (1-2 paragraphs) background of your organization, including the year you were founded.
2. Please provide a brief (1-2 paragraphs) background of the solution you are proposing.
3. Please provide the percentage of your total annual revenue that is driven by enterprise content management (ECM) related revenue (software, services, maintenance, etc.)?
4. What percentage of revenue is derived from the following:
 - Software License Fees
 - Maintenance Fees
 - Professional Services/Consulting
5. What is the annual research & development (R&D) investment for the ECM solution being proposed – both in terms of financial investment and total number of employees dedicated to the R&D function?
6. How much of your R&D is a result of a customer request (enhancement, new functionality)?

Vendor Strategic Partnerships

1. Describe your partnership, if any, with the following vendors from a product, technology, and business perspective:
 - Microsoft
 - Citrix (XenServer, XenApp)
 - ADMINS, Inc.
 - ESRI
 - Vision Government Solutions
 - Global Software Corporation
 - Cott Land Records
 - Continental Utility Systems, Inc.

Competitive Analysis

1. Please list any of the relevant independent ECM analyst reports and rankings validating your solution within the ECM market (for example, Gartner Magic Quadrant for ECM, Forrester Wave for ECM Suites, Butler Group, or the CMS Watch ECM Suites Report (Real Story Group)).
2. Describe what generally differentiates you from your key competitors.
3. Describe your market share in the ECM space.

References

1. How many organizations have implemented your solution overall? How many are public sector organizations? How many are local/municipal governments?
2. How many organizations are still running your solution with an active maintenance and support contract (i.e., lifetime customer retention)?
3. Please describe your customer retention.
4. Please describe the customer industries you service.
5. Please provide information in relation to three (3) customers who have implemented a solution similar to the City of Middletown. Include company name, location, inception date, and solution specifics.

PROPOSAL CONTENT

1. Your proposal should address each category listed in the functional and technical requirements included in this RFP. In addition, your proposal should include:
 - Executive Summary
 - Functional Requirements
 - Technical Requirements
 - Implementation and Support
 - Training
 - Appendices containing any additional/supporting information
 - A summary of each module proposed and any exceptions;
 - A Data conversion plan
 - An implementation plan and estimated timeframe;
 - The pricing sheet;
 - Full name and address of organization including names of all professional personnel, titles, qualifications and assignments in relation to providing services to this project;
 - Brief description of your organization including qualifications, experience, depth of staff, quality control and demonstrated ability to perform the project as described;
 - Provide a list of references, including name, title, addresses and daytime phone number, for whom you have performed similar municipal assignments;
 - Hardware requirements for the software proposed;
 - Include any information not requested above that further describes your project and permits the City to determine the company's qualifications and ability to complete the project.

TECHNOLOGY

OWNERSHIP INFORMATION: The City of Middletown shall have unlimited rights to use, disclose, or duplicate, for any purpose whatsoever, all information developed, derived, documented or furnished by the bidder under any contract resulting from this RFP. In the event of contract award, all data collected and other documentation produced as part of the contract will become the exclusive property of the City of Middletown and may not be copied or removed by any employee of the bidder without written permission of the City of Middletown.

HARDWARE REQUESTED: No hardware is required as part of this proposal. However, if after a review of the systems in place in the City of Middletown, it is determined that the proposed solution requires additional hardware that should be listed as an optional component or a set of specifications. The City of Middletown may elect to procure hardware outside of the scope of this RFP.

SCHEDULE OF EVENTS

The following is the schedule of events listed in the order of occurrence, showing the major milestones from the issuance of the RFP to the contract award:

<u>Event:</u>	<u>Date:</u>
RFP Issuance	02/07/2013
Deadline for questions Submitted in relation to RFP	02/13/2013
RFP Bid Due Date	02/20/2013
Proposal Evaluation Complete And Contract Awarded	02/27/2013
System Implementation (est.)	03/13/2013

CITY OF MIDDLETOWN FUNCTIONAL REQUIREMENTS

The following questions relate to the functional requirements that are required in the proposed solution.

USER EXPERIENCE		
Category	Requirement	Response
Client User Interface	Users can easily navigate and perform their primary job tasks with little-to-no training and with intuitive ribbon-style toolbars, tabs, and easy access features that are based on the familiar look and feel of Microsoft Office products.	
Client User Interface	Client provides the capabilities for users themselves to personalize the user experience (e.g., personalized home page that opens to personal workflow lifecycles, stored favorite retrievals, etc.).	
Client User Interface	Client displays all of the associated information about a document right alongside the image itself – displaying index values, notes, related documents, revisions, discussion threads, and document history.	
Client User Interface	Client provides ability to display the document being indexed in a preview pane during the indexing process.	
Client User Interface	Client provides the ability to auto-import camera images and media files directly from a connected device.	
Client User Interface	Client enables users to play, stop, and pause multimedia files (audio/video) with the native viewer.	
Web Client Interface	Solution offers the full feature set of a client-based solution through a web deployable interface (i.e. rich internet application).	
Web Client Interface	Web Client provides a dashboard component to create and manage personalized interfaces that present end users with access to priority content and tasks (e.g., workflow status report, commonly used document searches).	

Web Client Interface	Solution offers full support for Internet Explorer and Mozilla Firefox browsers on Windows platforms as well as full support for the Mozilla Firefox and Safari browser on the Macintosh platform.	
Search Experience	Solution enables users (not administrators) to create their own personalized saved searches.	
Search Experience	Solution provides ability for meaningful document names to appear in a search results list that can contain both static text as well as defined index values, offering a more detailed description of the documents returned.	
Search Experience	Solution's search interface accommodates multiple search methods from a single panel. This includes advanced search operators, full text searching, text searching, searches against notes, index value searches, searches against defined document types, all file formats, date ranges, etc.	
Search Experience	Solution provides advanced full text search capabilities that include fuzzy, inflectional, thesaurus, proximity, wild card, and SOUNDEX.	
Search Experience	Solution provides ability to utilize full text searching alongside index value search. Please provide a screen shot depicting this capability from a single interface.	
Search Experience	Describe how your core search and retrieval client allows users to search for multiple document types (e.g., text/ COLD, image, PDF, Word, etc.) in one search.	
Search - Microsoft Office	Solution provides capabilities to not only retrieve and archive to the ECM system from the native office toolbar, but also search and retrieve ECM stored content from directly inside the native office application.	
Search Filtering	Solution provides ability for a user to filter a broad search result list by dragging and dropping attribute fields (index values) on the fly. Please provide a screen shot of this capability.	
Retrieval	Solution provides ability to automatically link related documents of similar or different file types to each other (e.g., a mainframe-generated text file to a TIFF image). If so, solution also provides the ability to identify hot spots or zones that trigger multiple related documents from the primary document.	

Integrated Workflow	Solution's workflow experience is integrated to provide task buttons and user interaction on a menu right from selected or open documents through standard document retrieval (i.e., user does not need to enter the Workflow Client). Please provide a screen shot depicting this embedded workflow functionality in your viewer.	
ERP / Business Application Client Interface	Describe how your client interacts with other business applications we use to access ECM stored content, workflows, and foldered documents, and to create electronic forms directly from within the existing business application. This should be accomplished without any custom programming.	
Offline Client Experience	Describe the capabilities you have for an offline/mobile worker (e.g., access documentation, complete forms, synchronization).	
Mobile Devices	Solution provides natively built interfaces to standard mobile devices - BlackBerry, iPad, iPhone, Windows Phone, and Droid.	
Kiosks	Describe existing offerings for kiosk-based solutions.	
Client Deployment	System offers a ClickOnce deployable solution for the client interface, minimizing administration overhead and supporting IT policies.	

CAPTURE AND IMAGE MANAGEMENT		
Category	Requirement	Vendor Response
Capture	Describe the breadth of your solution's native, individual capture solutions.	
Capture	Describe your ability to automatically classify and index images.	
Capture	Describe the system's ability to capture and index documents from remote users through either a web-based connection or disconnected method.	

Capture	Describe the system's ability to perform quality assurance (QA) / verification of captured image documents. For instance, the solution should provide options to QA image quality and/or index accuracy. It should also provide a simple image re-scan process that automatically replaces the poor images with the newly-scanned images.	
Capture	Solution's capture process allows for page separation and retrieval. This should include the separation of image and PDF file types.	
Capture – Electronic	Describe your solution's capabilities related to electronic capture.	
Capture – Electronic	Describe the solution's support of sweeping images and other file types from a network directory; providing an indexing interface for viewing those documents while classifying and indexing them.	
Capture – Electronic	Describe the ability to import content into your repository from directly within an application such as Microsoft Word or Excel.	
COLD	Solution provides ability to easily and quickly configure the ingestion of print streams.	
COLD	Solution provides ability to parse a print stream and index documents in one process. The solution should be able to handle multiple types of print streams. Please list those supported by your system.	
COLD	Describe your system's ability to ingest advanced print streams such as AFP, DJDE, PCL, or PDF.	
Workflow	Describe the ability of your capture solution to integrate with your workflow engine.	
Integration	Solution provides defined integrations with other third-party capture products (advanced capture products).	

Fax / MFP Integration	Solution provides ability to integrate with other devices (fax, MFP) as a means of ingesting documents into the system.	
SharePoint	Describe the capabilities you offer for scanning through the Microsoft SharePoint interface.	
Indexing	Describe the indexing capabilities available within your solution.	
Indexing	Describe your capture process's ability to automatically fill several index values on a document based on a primary index value that triggers the automatic look up of additional index information already contained within the system.	
Recognition Technologies	Describe the system's ability to natively provide data and text extraction capabilities for scanned image documents, including OCR, ICR, OMR, bar codes, and signature detection, in order to provide hands-off processing of scanned documents directly into the system without involving third party software applications.	
Image Management	Describe the solution's ability to control and track the modification of documents through multiple revisions, allowing users to view prior revisions and track document history. The solution should clearly display the number of revisions associated with a specific document. The solution should allow for the addition of comments per revision.	
Image Management	Solution provides ability to stamp a specific revision of a document as a version, limiting which revisions of a document a certain user can see.	
Electronic Signature	Describe the native ability to associate an electronic signature with an event managed by your solution.	
Interface	Solution provides one central GUI for administration and deployment of capture products.	

Configuration	Describe the out-of-the-box configurable options related to your solution's scanning interface.	
Scalability	Describe the features that enable your system to scale for high-volume imaging applications.	

BUSINESS PROCESS MANAGEMENT & WORKFLOW		
Category	Requirement	Vendor Response
User Environment	The workflow configuration and user interface environments are integrated with the rest of the ECM solution (i.e., you can access the workflow interface from within the client environment).	
Process Design	How many configurable workflow business rule templates are available, out-of-the-box, with your system? Please explain what parameters are available, excluding any scripted capabilities, upon configuration.	
Process Design	How many configurable workflow actions is available, out-of-the-box, with your system? Please explain what parameters are available, excluding any scripted capabilities, upon configuration.	
Process Initiation	<p>Solution allow documents to be added to a workflow in several different ways, including:</p> <ul style="list-style-type: none"> • Scanning • Enterprise text report processing • Electronic forms processing • Document import processing • API • E-mail interface • Drag & drop from a business application screen • Adding documents already stored within the solution's repository to a workflow process at a specific point-in-time 	
Process Initiation	Immediately upon import, the solution automatically identifies which workflow processes to associate a given document with based on document type.	
Configuration	Solution provides ability for the workflow process to interact directly with defined Web services, allowing external data received to be used as part of a workflow process (i.e., confirm a delivery date from a website such as ups.com). This is to be accomplished out-of-the-box with point-and-click configuration.	

Work Distribution	Solution allows for the automatic distribution and sorting of work based on load balancing rules. Rules should include role, availability, percentage, order of arrival, index values, or the size of existing workloads for users, as well as custom-built work distribution rules. This load balancing should allow for the rebalancing of work to users if inequity is discovered within the workflow processes.	
User Experience	Solution provides for customized instructions to be displayed within the workflow application, directing the end user on what functionality they can or should execute.	
Decision Making	Describe the system's ability to dynamically query, directly within the workflow interface, related documents associated to the transaction to provide better decision making.	
Decision Making	Describe your workflow solution's ability to provide, out-of-the-box, visual indications of missing documents required of a work packet.	
Decision Making	Describe your workflow system's ability to conditionally present a targeted set of user tasks, based on role and step of the process, to assist with processing decisions.	
Decision Making	Describe the system's ability to retrieve or perform activity on related documents that may exist in the solution's ECM repository (file server), outside of the documents that currently exist within various stages of the workflow process.	
Decision Making	Describe the system's ability to provide for a document in a workflow to check an attribute (document property or index value) on a related document and make a processing decision, such as how the document is to be routed, based on pre-configured logic and rules.	
Decision Making	Solution provides the ability to perform parallel processing by automatically routing a single document through multiple business processes simultaneously and allowing multiple users to access and work on the same document.	
Decision Making	Upon execution of a task within a workflow process, solution provides the ability to automatically present a prompt requesting additional information for downstream processing (i.e., hiring manager determines a candidate as a "no fit" for a given position and is prompted for feedback on candidate's positioning for a role elsewhere in the organization). This is to be accomplished out-of-the-box with point-and-click configuration.	

Routing	Many workflow processes require the user to select a simple decision task such as “approve” or “deny.” Explain how additional out-of-the-box tasks can be presented to users, allowing them to execute more business-specific functions (e.g., simple tasks such as print, annotate, and email; advanced tasks such as calling out to external systems, advanced routing, document composition, or the creation of an e-form).	
Integration	<p>Solution provides the ability to present and access workflow from these locations:</p> <ul style="list-style-type: none"> • BlackBerry • iPad • iPhone • Windows Phone • Droid • Standard Client • Outlook • Web Client • Business Application • SharePoint • URL string <p>This should be accomplished out-of-the-box or through a productized offering. Please provide a screen shot depicting this functionality within these viewers.</p>	<p>Check all that apply and include requested screen shots:</p> <p><input type="checkbox"/> BlackBerry</p> <p><input type="checkbox"/> iPad</p> <p><input type="checkbox"/> iPhone</p> <p><input type="checkbox"/> Windows Phone</p> <p><input type="checkbox"/> Droid</p> <p><input type="checkbox"/> Standard Client</p> <p><input type="checkbox"/> Outlook</p> <p><input type="checkbox"/> Web Client</p> <p><input type="checkbox"/> Business Application</p> <p><input type="checkbox"/> SharePoint</p> <p><input type="checkbox"/> URL string</p> <p><input type="checkbox"/> Accomplished out-of-the-box or through a productized offering.</p>
Process Modeling and Analysis	Solution includes native capabilities to provide, or have partnerships for business rules engine, process modeling, process simulation, and process reporting.	
Process Modeling and Analysis	Solution supports, out-of-the-box, the graphical design of workflows with a BPMN compliant designer.	
Process Modeling and Analysis	Solution supports the ability of your BPMN compliant designer to produce BPEL standard language.	
Business Activity Monitoring	Solution provides a native, configurable workflow dashboard to monitor, in real time, the workload of end users. This should provide for an automatic visual notification within that dashboard when a process threshold has been crossed. Please provide a screen shot so that we may have a visual representation of this.	
Business Activity Monitoring	Solution provides for a browser-based workflow dashboard to be displayed natively through your client interface, Microsoft SharePoint, or any WSRP 1.0 compliant portal product without any custom coding. Please provide a screen shot so that we may have a visual representation of this.	

Reporting	Solution produces reports utilizing custom transactions (i.e., approval time stamps added by a specific user during a transaction).	
Reporting	<p>Solution provides preconfigured workflow reports that detail processing information such as:</p> <ul style="list-style-type: none"> • Average Time to Process Document per Lifecycle • Daily Workflow Usage • Document Process Time per Workflow Queue • Documents Processed per Queue • Documents Resident per Queue • High or Low Document Processing Identification • Queue Processing Time per User in Minutes <p>Please describe the specific report(s).</p>	
Electronic Forms	Workflow solution will include, at no additional cost, your native electronic forms application.	
Electronic Forms	Solution supports the use of electronic forms natively without requiring the purchase of any proprietary forms software.	
Electronic Forms	<p>Solution's electronic forms offering will be architected in a way to interact with other parts of your ECM repository including:</p> <ul style="list-style-type: none"> • Document import capture • Web (online form submission) • Web portal and SharePoint (form creation / submission through portal) • Kiosk • Index value design and structure • Cross-referencing • Notes/annotations • Workflow (form auto-triggers a workflow process) • E-mail (form viewed as attachment) 	
Electronic Forms	In addition to your native electronic forms solution, the solution will provide for integrations with popular forms software like Microsoft InfoPath and Adobe LiveCycle to allow users to complete forms created with these products and processes them directly into the system repository.	
Electronic Forms	Solution maintains revision control on electronic forms to offer flexibility to display forms in their submitted state or with a new layout, allowing business processes to advance.	

INTEGRATION TECHNOLOGIES		
Category	Requirement	Vendor Response
Non- Programmatic Integration	From a data-centric business application, based on account/record information presented on the screen, system allows users to retrieve ECM stored documents without custom programming, API programming, scripting, or modifications to the existing application.	
Non- Programmatic Integration	Solution provides the ability to execute separate and distinct document retrievals from sections/fields on the screen.	
Non- Programmatic Integration	<p>Beyond retrieval, solution allows for other ECM functions to be performed, non-programmatically (i.e., point-and-click configurable), within the business application.</p> <p>This includes the ability to execute ALL of the following ECM functions from a single screen:</p> <ul style="list-style-type: none"> • Index ECM stored documents using data on the business application screen • Present user with a workflow step in context with the business application screen • Launch a complete set of related documents presented in a tabbed folder view • Launch scanning interface to perform ad hoc capture related to the account/record • Create a scanning cover sheet with bar codes using data from the business application screen • Retrieve documents based on a custom query from the business application screen • Index captured documents using data from more than one screen within more than one business application • Launch and complete an electronic form to track an event or start a workflow process • Create a form letter, based off of a Microsoft Word template, using data on the business application screen 	
Non- Programmatic Integration	Solution provides integrations with email clients like Microsoft Outlook, Lotus Notes, and Novell GroupWise, allowing users to access ECM functionality and import emails and attached documents into the repository directly from their email interface.	

Non-Programmatic Integration	Non-programmatic configuration enables your system to be auto-aware of any business application that is integrated for document retrievals (meaning a user does not have to manually declare the business system in which they are working).	
Non- Programmatic Integration	Solution provides http url requests to retrieve documents, present workflow interfaces, and present a folder interface in lieu of custom programming.	
Non- Programmatic Integration	Beyond image enabling, solution brokers bi-directional data and document communication between your system and multiple third-party applications (e.g., posting invoice data from a capture process to the invoice entry in Lawson, SAP, or Oracle).	
ERP System Integration	Explain any packaged integrations or experience you have with the business applications and/or ERP systems we are currently utilizing (i.e., SAP, Lawson, Oracle eBusiness Suite, PeopleSoft, JD Edwards, Microsoft Dynamics, etc).	
Programmatic Integration	Provide a high-level document describing API and Web Service feature set.	
Programmatic Integration	System offers well documented, robust API. Please describe in detail.	
Programmatic Integration	Explain your existing API training program available to help organizations extend their ECM investment.	

RECORDS MANAGEMENT		
Category	Requirement	Vendor Response
Records Management	Records management functionality provided by the solution is native without requiring integration with a third-party or external RIM tool.	
Records Management	Solution provides the ability for documents to be automatically declared as records without any user interaction.	

Records Management	Solution allows for multiple documents to be grouped together and treated by the system as a single record, with a single retention plan.	
Records Management	Solution provides the ability for a document(s) to be dragged & dropped into a record (folder of documents) and has this new document automatically inherit the records management policy.	
Record Types	Solution allows users to capture, declare, and store electronic records (documents) in their native formats, including e-mail, electronic forms, physical items, images, text files, and Office documents.	
Hold	Solution provides the ability to place a hold (or multiple holds) on a record, as in the case of an audit or legal discovery.	
Auditing	Solution provides the ability to identify both complete and incomplete records across the entire repository.	
Workflow	Describe how you configure records management events (including Open, Closed, Cutoff, Hold, and Final Disposition) to be automatically posted to a record from within your workflow engine.	
Purging	Solution provides a variety of destruction options, including the ability to keep both index values and files permanently, keep only index values, or purge both index values and files with or without a history log (certificate of destruction).	
Physical Records Management	Ability to provide a holistic view of both digitally-stored content and physically- stored content in a single search results list.	
DOD Certified	Solution provides a DOD 5015 certified records management product. Include date of certification.	
Administrative	Provides an administrative view of physical record locators either pending check out (requested) or currently checked out with appropriate location information (item name, user in possession, expected return date, identifier, repository, repository name).	

E-MAIL		
Category	Requirement	Vendor Response
E-Mail Integration	Solution allows drag-and-drop import of messages into the ECM system using e-mail client folders in order to automate the classification and indexing of e-mails & attachments (e.g., a user could create a folder for POs, one for invoices, another for resumes, etc.).	
E-Mail Integration	Solution allows e-mails and attachments to be automatically imported and fully indexed into the system without any user intervention or data entry.	
E-Mail Integration to Workflow	Solution allows the user to access the ECM system's workflow processes from the e-mail client interface, with the ability to decision items (execute tasks) and view related documents directly from the e-mail message notification.	
E-Mail Archive	Solution provides an E-mail Archive that offers the ability to assign time-based retention to e-mails with the ability to put an e-mail or group of e-mails "on hold," preventing automatic destruction.	
E-Mail Archive	Solution supports single instance storage of both e-mail and attachments. For example, e-mails and attachments are only stored once in the E-mail Archive, with the sender and all recipients pointing to one record/file.	
E-Mail Archive	Solution provides the ability for users to access an e-mail in the archive directly from their client.	
E-Mail Archive	Solution provides the ability to search on e-mail index values and/or perform a full-text search on e-mail and attachment content.	

AUDITING & REPORTING		
Category	Requirement	Vendor Response
Auditing	Solution provides the ability to access a document-level audit trail directly from the document.	
Auditing	Describe what is natively tracked in your out-of-the-box audit trail.	

Auditing	Solution allows a system administrator to perform an ad hoc audit on system-related activities from within the client (e.g., identification of all documents accessed by a recently released employee).	
Auditing	Solution allows an administrator to create custom audit log entries tied to workflow progress for the purpose of generating business process reports.	
Reporting	Solution's reporting tool directly integrates with Microsoft Excel, allowing users to build reports natively in Excel utilizing the ECM system attributes.	
Reporting	Solution provides, within Microsoft Excel, point-and-click data mining and modeling of text-based reports stored within your repository.	
Exception Reporting	Solution provides a report out-of-the-box (with no custom coding) that identifies matched, unmatched, or missing numeric and/or character index values between a primary document and secondary document(s) (i.e., automated reconciliation report).	
Exception Reporting	Based on the exception identified, solution automatically routes exception items from the exception report to a workflow for proper resolution. This should be accomplished without any coding.	

CITY OF MIDDLETOWN TECHNICAL REQUIREMENTS

SYSTEM ARCHITECTURE		
Category	Requirement	Vendor Response
Index Value Configuration	The system must support an unlimited number of index values per document.	
Index Value Configuration	Please provide an overview of the different metadata types you support (e.g., date, date and time, currency, specific currency, alphanumeric, numeric, floating point, etc.).	
Index Value Configuration	Solution provides point-and-click configuration for index values, with multiple pre-configured formats (e.g., date: dd/mm/yyyy, month/dd/yy, mm-dd-yy).	
Index Value Addition	Describe your system's ability to define multiple instances of the same index value field to a single document without any programming. Explain how this is accomplished.	
Index Value Grouping	Solution provides the ability to store index value sets that can later be used to auto-index documents by entry of only a single primary value. This enables simplified indexing and more flexible retrieval by allowing users to enter a single index value and have all related index values auto-populate.	
Index Value Updates	Provide a detailed explanation of how your system can re-index documents, at a global level, without programming. The solution should provide for index values to be updated or replaced on multiple documents at once without custom programming or scripting.	
Index Value Updates	Solution provides a means of purging, with just a few clicks, those index values that are no longer being used (saving database space and optimizing performance).	
Index Value Security	Describe validation of attribute values, including data sets, masking, etc.	
Classification	Describe how the system classifies/categorizes content. Is categorization of content user defined?	

Classification	Solution supports an unlimited number of document types within the system.	
Classification	System supports the organization of documents into folder-type structures. Explain how this is accomplished.	
Document Linking	Solution provides an underlying ability to easily pre-define document relationships for use in search and retrieval.	

CONFIGURATION		
Category	Requirement	Response
Administration Interface	System provides a single interface for the configuration and administration of all major system components (e.g., import processing, document type configuration, index value configuration, workflow, user groups and rights, storage structure, scanning, records management, foldering, scripting, etc.).	
Administration Interface	Solution allows for ease of configuration, in that most administrative tasks (e.g., adding new document types and index values, user administration, configuring workflows, etc.) can be done by an internal resource as opposed to a third-party software expert.	
Configurability Options	Quantify the number of configurable options in your solution.	
Import Processing	Across all of your input/ingestion offerings (e.g., document capture, COLD/ERM, directory imports, document imports, etc.), describe the ease of configuring this content to automatically enter one or many workflow processes upon ingestion.	

INFRASTRUCTURE		
Category	Requirement	Response
Database	The database architecture supports multi-vendor platforms, specifically Microsoft SQL and Oracle.	

Virtualization	Describe your solution's support for virtualization.	
SECURITY ADMINISTRATION		
Category	Requirement	Response
Security	<p>Describe the depth and breadth of your system's security methodology (rights and privileges), including system's ability to assign security at each of the following levels:</p> <ul style="list-style-type: none"> • User groups • Users • Document Type Groups • Document Types • Index Values • Folders • Notes • Workflow • Import Processors • Scan Queues • Configuration 	
Authentication	Describe the solution's different security options for logging into the system, which should allow the system administrator to decide which option is the best for our company (e.g., using a separate security model for an additional logon and password, NT Authentication, integration with Windows® Active Directory, Novell® Security, or single sign-on authentication).	
Encryption	Describe your solution's ability to publish select content onto removable media (CD/DVD) in an encrypted format, allowing access to a self-contained / runtime version of your client.	
Encryption	Describe your solution's ability to send documents as an encrypted PDF.	
PCI Compliance	Describe how your system manages highly-sensitive information (i.e., payment card information), adhering to the PCI compliance standard.	
Workflow Administration	Explain how your system segregates workflow administration privileges to accommodate multi-departmental enterprise deployments involving numerous administrators.	

Web Administration	<p>Describe the system's ability for designated users to perform the following administrative tasks via the web-based client:</p> <ul style="list-style-type: none"> • Add new users • Change passwords • Reset passwords • Apply rights to user groups 	
Licensing Assurance	<p>Describe how the solution allows the system administrator to hold a specific number of licenses for different features (such as logging into the system, importing documents, or using Workflow) for specific user groups that must be guaranteed access to these features regardless of who else is logged into the system.</p>	

STORAGE		
Category	Requirement	Response
Storage Options	<p>Solution allows the archiving of documents to various media, including:</p> <ul style="list-style-type: none"> • Windows file servers, to allow the leveraging of Share and NTFS permissions • Linux file servers • Unix file servers • Integrate with IBM Tivoli Storage Management • Integrate with EMC Centera • NetApp • Plasmon Archive Appliances • CD, DVD or Blu-ray 	
Storage Formats	<p>Solution stores documents in their original, native file formats, not in a proprietary format, so that we are not forced to use your software to access our data.</p>	
Storage Formats	<p>How many native file formats do you support? For unique file types, explain how you handle storage.</p>	
ERP Document Storage	<p>Describe the ability of your solution to act as a repository for ERP solutions such as SAP, Oracle EBS, PeopleSoft, JDE, and Lawson. Are you a certified partner with any of the leading ERP solutions?</p>	
SharePoint	<p>Describe the solution's capabilities for providing high-volume storage for SharePoint content (i.e., SharePoint archiving).</p>	

Export	Solution should contain an export tool for massive exporting of content in a non-proprietary format. This should supply both the document and the index values.	
Off-line	Users have the ability to check documents out of the system for access via a localized copy that can be worked on, checked back in, and processed automatically.	
Administration	For increased efficiencies in backup and database sizing, content is stored with pointers in the database to file storage locations, as opposed to a blob in the database.	
Fail-Over / Redundancy	System's storage architecture allows for documents and images to be stored at one too many different physical locations for the purpose of redundancy. If one of the locations were to have a failure, there would be no interruption of access to the documents.	
Security	System must have the option to limit access to the storage locations based on service accounts.	
Encryption	Solution provides the ability to encrypt data at the database level and at the file storage level, as well as content that has been backed up/at rest.	

SCALABILITY		
Category	Requirement	Response
Deployment	System supports ClickOnce deployment to ease the use of installation and configuration updates.	
Test Environments	Solution allows for development, test, and disaster recovery environments with no additional licensing fees.	
Expansion	After our initial investment, we intend to add on additional departments. Describe how your software could accommodate this growth. Is the software contained in one code base?	
Redundancy	System supports multiple application and web servers in a load balanced configuration environment for redundancy.	

Users	<p>Please provide examples of scalability using real customer examples and metrics:</p> <ul style="list-style-type: none"> • Peak number of users in a single instance at one time • Peak number of retrievals per hour • Peak number of documents ingested per day • Peak number of documents stored in the ECM repository 	
Index Values	System supports an unlimited number of customer-defined, first class, index value fields per document within one storage structure. These fields should be of various formats, including date, currency, alphanumeric, and numeric. (Second class index value fields would include any additional information stored about a document separate from the primary document index structure.)	
Index Values	System supports the ability to store multiple values for the same index value instance (e.g., Client Name = Sarah Adams and John Adams). The population of an additional value(s) should be accomplished with a single mouse click or keyboard short cut.	
Image Storage	System utilizes a file storage system to store documents, as opposed to storing directly into the database.	
Batch Processing	Describe how your system supports the ingestion of large volumes of transactions during peak processing timeframes.	
Performance	System utilizes one application server to support all the system processes (i.e., remote scanning, workflow processes, notifications, etc.). Additionally, these processes can be offloaded to different application servers to support customer scalability needs. Describe how your solution handles this and what the expected cost for this configuration would be.	
Code Base	Describe how your system's architecture supports the addition of features and functionality without having to build connectors between the applications in your suite of products.	

LICENSING		
Category	Requirement	Response
Licensing	Describe how your software licensing model promotes multi-departmental adoption and enterprise growth.	
Licensing Flexibility	System offers both dedicated user and concurrent (pooled) Client access licenses.	
Licensing Flexibility	Primary client access licenses enable a user to access the system either over the web or via a desktop. A client license is not bound to either web-based access or desktop (thick client) access.	
Environment Licensing	Describe additional test and development environments provided. What are the costs to license these environments – both software and maintenance?	
Deployment Options	System offers both perpetual and subscription / lease based licensing options. Describe.	

CITY OF MIDDLETOWN IMPLEMENTATION AND SUPPORT

Implementation

1. Describe your implementation processes and procedures.
2. Describe the roles and responsibilities the vendor will have during an implementation.
3. Describe the roles and responsibilities the customer will have during an implementation.
4. Provide a sample of the structured project implementation plan utilized.
5. Describe the number of customer resources necessary for ongoing maintenance of the system.
6. Describe the number of environments (test, production) supported in an implementation of your system and the cost of each.

Technical Support

1. Describe your technical support organization and structure.
2. How many support centers do you operate?
3. What hours is your Technical Support department available?
4. Describe how support issues are logged.
5. Describe the designated support representative that will be assigned.
6. Provide a means to check the status of an issue online.
7. Detail your problem escalation procedure.

Software Support

1. When was the first version of your solution released?
2. Describe how consistently new versions of the software are released.
3. Describe how software changes or enhancements are incorporated into a release.
4. Explain how long a release is maintained.
5. Detail the software license costs or upgrade costs typically incurred with an upgrade to a new release.

TRAINING

1. Do you provide a train-the-trainer technique within your training offerings?
2. Do you provide web-enabled training courses and tutorials? If yes, what are the fees associated with these courses?
3. Do you offer a full array of live interactive training (including solution certification) via the internet, which can minimize the end user's need for travel and additional travel-related expenses for training?
4. Describe the subscription-based training services available, which can provide our organization with on-demand, online training for one price.

ADDITIONAL INFORMATION

1. **EXECUTION OF CONTRACT:**

The City of Middletown will review the proposals and the City will interview companies within thirty (30) working days from receipt. Services shall commence upon the award of this contract when funding is secured through the legislative body of the City of Middletown.

2. **EVALUATION AND SELECTION:**

The City of Middletown's selection committee shall review all proposals received and short list the number to the most qualified companies. Selected firms shall then be notified in writing. If necessary, interviews will be scheduled. The committee shall then interview and rate the firms. If three (3) or less firms respond, all of the firms shall be interviewed if deemed necessary. In addition, a formal demonstration of the system will be required based on the scenarios included within this proposal

Firms selected to interview and demonstrate their package will be requested to prepare an oral presentation and a detailed hands-on demonstration of the complete system to the representatives of the city. The presentation shall address the following:

- a. Discuss the firm's technical approach to provide the required services.
- b. Discuss the firm's qualifications and experience to provide the services as specified
- c. the system's capability to perform the various tasks as described within the proposal

The Purchasing Department will schedule the time and location of the interview and demonstration. Respondents who are not invited to participate in this interview and demonstration process shall be notified in writing. All finalists will be notified in writing of the final selection following City approval of the negotiated fees and contract award.

3. **QUESTIONS:**

No oral interpretations shall be made to any Respondent as to the meaning of any of these documents or to be effective to modify any of the provisions of this request. Every request for an interpretation shall be made in **writing**. **Questions may be sent via facsimile to (860) 344-3561 or emailed to purchase@middletownct.gov.**

To receive consideration, such questions shall be submitted in writing no later than February 13, 2013 by 3:00 pm.

At least five days prior to the receipt of bids, the Purchasing Supervisor will post said addenda to the City website at www.middletownct.gov. Non-receipt of said addenda shall not excuse compliance. It is the bidder's responsibility to determine whether any addenda have been issued and if so whether he/she has received a copy of each. Any addenda issued during the bidding period shall supersede previous information.

4. COPIES REQUIRED:

The Respondent shall be required to submit **one original and three (3) copies** and **one (1)** electronic copy of their proposal for these services to the Purchasing Department by the time and date specified.

5. FEE STRUCTURE:

LUMP SUM: The Respondent shall be required to submit their fee to complete the specified programs and all associated implementation costs on the form provided to the format indicated. No additional charges for reimbursable expenses shall be accepted for these services.

6. PROPOSAL DOCUMENT:

Proposal documents shall be submitted to the Purchasing Office in a sealed envelope by the time and date specified. The envelope shall be clearly marked with the proposal number and description, using the bid return label provided.

7. TERMINATION:

Should the City find that the firm has failed in any material respect to perform any of its obligations under any agreement signed between the City and the firm; the agreement shall be cancelled by the City as being in the best interest of the City to do so. In the event of the termination of any agreement signed between the City and the firm, the City shall not be liable for any fees and may, at its sole option, award an agreement for the same services to another qualified firm with the best proposal submitted or call for new proposals to be submitted and award an agreement there under. The firm shall be responsible for direct and consequential damages as a result of its breach, including, but not limited to, extra costs required under the new agreement for similar services.

8. INDEMNIFICATION

To the fullest extent permitted by law, the firm, its subcontractors, agents, servants, officers or employees shall indemnify and hold harmless the City of Middletown, Connecticut, including, but not limited to, its respective elected and appointed officials, officers, employees and agents, from any and all claims brought by any person or entity during the firm's performance of any agreements entered into between the City and the firm entered into by reason thereof. The firm shall indemnify and defend the City of Middletown, Connecticut, including, but not limited to, its respective elected and appointed officials, officers, employees and agents, with respect to any claim arising, or alleged to have arisen from negligence and/or willful, wanton or reckless acts or omissions of the firm, its subcontractors, agents, servants, officers or employees and any and all losses or liabilities resulting from any such claims, including, but not limited to, damage awards, costs and reasonable attorney fees. Any other portion of any agreement relating to insurance requirements shall not affect this indemnification. The firm agrees that it will obtain and keep in force at all times and at its own expense, insurance in accordance with this request for proposal.

9. CONFLICT OF INTEREST

Explain in detail any existing or potential conflict of interest that would be created by the firm's involvement with or representation of the City of Middletown.

10. PENDING OR EXISTING LITIGATION OR INVESTIGATIONS

Describe any current or pending litigation against your firm or any investigation by any regulatory agency, which may affect any aspect of this proposal.

<p><u>METHOD OF SELECTION FOR CRITERIA FOR AWARD</u></p>

The City of Middletown reserves the right to accept or reject any proposal or any part of, to waive informalities that best serves its interest, or to hold the proposals for ninety (90) days before rendering a decision.

The factors as follows will not necessarily be evaluated in the order in which they are presented. The final selection for awarding this contract rests with the Mayor, the Director of Finance, Director of Technical Services. The criteria used for the selection will include:

- The firm's experience on similar projects with communities similar in size to Middletown;
- Responsiveness of the proposal to the functional requirements, technical requirements, implementation complexity and the City's program objectives;
- Firms ability to perform the work in a timely manner;
- The firm's qualifications, resumes and experience of key personnel
- Review of references;
- An evaluation of the proposed fee(s) structure: proposed fees for services to include estimated cost as compared to other proposals submitted for this project. Please note that the evaluation and subsequent award of a resultant contract is primarily based on qualifications and not based on fee schedule; however, the cost for your firm's services is a factor in the evaluation process. If your firm is selected for an interview, and as a result of the interview certain clarifications and adjustments need to be made to the fee schedule submitted, your firm will be allowed to adjust the fee schedule submitted, if so directed by the City;
- Support Methodology
- The firm's ability to meet the required insurance requirements included in the RFP
- The firm's communication of plans in an organized, clear and convincing manner;

GENERAL TERMS AND CONDITIONS

Any prospective Respondents must be willing to adhere to the following conditions and must positively state their compliance to them in the request for PROPOSALS.

1. Acceptance or Rejection by the City of Middletown - The City of Middletown reserves the right to accept and or reject any or all proposals submitted for consideration or to negotiate separately in any manner necessary to serve the best interests of the City of Middletown. Respondents whose proposals are not accepted shall be notified in writing.
2. Ownership of Proposals - All proposals submitted in response to this RFP are to be the sole property of the City of Middletown and subject to the provisions of Section 1-19 of the Connecticut General Statutes (re: Freedom of Information).
3. Ownership of Subsequent Products - Any product, whether acceptable or unacceptable, developed under a contract awarded as a result of this RFP is to be the sole property of the City of Middletown unless stated otherwise.
4. Timing and Sequence - Timing and sequence of events resulting from this RFP will ultimately be determined by the City of Middletown.
5. Stability of Proposed Prices - Any price offering from consultants must be valid for a period of ninety(90) days from the due date of proposals.
6. Oral Agreements - Any alleged oral agreement or arrangement made by a consultant with any agency or employee will be superseded by the written agreement.
7. Amending or Canceling Requests - The City of Middletown reserves the right to amend or cancel this RFP, prior to the due date and time, if it is in the best interest of the City to do so.
8. Rejection for Default or Misrepresentation - The City of Middletown reserves the right to reject the proposal of the consultant which is in default of any prior contract of for misrepresentation.
9. City's Clerical Errors in Awards - The City reserves the right to correct inaccurate awards resulting from its clerical errors.
10. Rejection of Qualified Proposals - Proposals are subject to rejection in whole or part if they limit or modify any of the terms and conditions and/or specifications of the RFP.
11. Changes to Proposal - No additions or changes to the original proposal will be allowed after submittal.
12. Collusion - By responding, the consultant implicitly states that the proposal is not made in connection with any competing consultant submitting a separate response, and is in all respect fair and without fraud. It is further implied that the consultant did not participate in the RFP development process, had no knowledge of the specific contents of the RFP prior to its issuance, and that no employee of the City participated directly or indirectly in the consultant's proposal preparation. The Respondent shall be required to complete and submit the Non-Collusive Statement incorporated herein with their proposal.
13. Contract Requirements - A formal contractual arrangement will be entered into with the consultant selected as per the City of Middletown's standard form of Agreement. The contents of the proposal submitted by the successful Respondent and the RFP will become part of any contract award.
14. Rights Reserved to the City of Middletown - The City of Middletown reserves the right to award in part, to reject any and all proposals in whole or in part, to waive technical defects, irregularities and omissions if, in its judgment, it is in the best interest of the City.
15. Questions - All questions shall be directed in writing. Revisions or amendments to the RFP shall be processed as a written addendum to be issued by the Purchasing Office and will be posted on the city's web site (www.middletownct.gov) no later than 5 calendar days prior to the deadline for submission of proposals. It is the responsibility of all bidders to check the website and acknowledge all addendums.
16. Certificates of Insurance - The selected firm shall be required to provide appropriate Insurance Certificates as indicated in the Attachment "Insurance Requirements".
17. Withdrawal of Proposals - Negligence on the part of the Respondent in preparing the proposal confers no right of withdrawal after the time fixed for the acceptance of the proposals.
18. Assigning, Transferring of Agreement - The successful Respondent is prohibited from assigning, transferring, conveying, subletting or otherwise

disposing of this agreement of its rights, title or interest therein or its power to execute such agreement to any other person, company or corporation without the prior consent and approval in writing by the City.

19. Cost of Preparing Proposal - The City shall not be responsible for any expenses incurred by the organization in preparing and submitting a proposal. All proposals shall provide a straight-forward, concise delineation of the firm's capabilities to satisfy the requirements of this request. Emphasis should be on completeness and clarity of content.
20. Severability: In the event any part of any clause or provision of this CONTRACT OR CONTRACT SPECIFICATIONS is judicially determined to be unenforceable, it shall be deemed severable from the remainder of that clause or provision and such remainder shall be binding upon the parties to this CONTRACT.
21. Waiver: No action or failure to act by the CITY shall constitute a waiver of any right or duty afforded it under the CONTRACT OR CONTRACT SPECIFICATIONS, nor shall it prohibit the CITY from future exercise of any such a right.
22. Misrepresentation or Default: The CITY may void this agreement if the RESPONDENT has materially misrepresented any offering or defaults on any contract with a Connecticut municipality. The RESPONDENT shall, also, immediately notify the CITY of any claim or case formally brought against the Respondent.
23. Affirmative Action - Demonstration of commitment to Affirmative Action by full compliance with the regulations of the Commission of Human Rights and Opportunities (CHRO).

SUBMITTAL CHECK LIST

Proposals shall include the information listed below. Indicate with a check (✓) in the left hand column that they have been included with your Proposal.

- | | |
|-------|--|
| _____ | 1. Letter of Transmittal |
| _____ | 2. Vendor Profile – inclusive of: <ul style="list-style-type: none"> • Vendor Experience and Qualifications • Vendor Strategic Partnerships • Competitive Analysis • References |
| _____ | 3. Name and telephone number of person(s) to be contacted for further information and clarification. Company shall provide the name of a person, or designated representative of the Company to whom all official Notices or correspondence shall be sent and the correct mailing address of such individual. (Page 37) |
| _____ | 4. A summary of each module proposed, submittal of Functional and Technical Requirements (Pages 8 – 28) |
| _____ | 5. A Data conversion plan; |
| _____ | 6. An implementation support and training plan and estimated timeframe; |
| _____ | 7. Proposal pages detailing Fees and Implementation costs. Please include Proposal Signature Pages (Pages 36 - 37) |
| _____ | 8. Hardware requirements for the software proposed; |
| _____ | 9. Non Collusive Statement (Page 38) |
| _____ | 10. Affirmative Action Experience or EEO Policy |
| _____ | 11. A Brief statement detailing whether your firm is currently in litigation or has been involved in litigation in the past five (5) years. If there is litigation history please explain the circumstances and the outcome. |
| _____ | 12. One (1) original, three (3) copies and one (1) electronic copy of proposal shall be submitted. |

RFP #2013-005
ENTERPRISE CONTENT MANAGEMENT SYSTEMS
TECHNICAL SERVICES - CITY OF MIDDLETOWN

PROPOSAL SIGNATURE PAGES

Issue Date: **02/07/2013** Reply Date: **Wednesday, February 20, 2013 at 3:00 PM**

To: City of Middletown Purchasing
 Municipal Building, Room 112
 245 DeKoven Drive
 Middletown, CT 06457

The undersigned, duly authorized agent for the individual, partnership, corporation or other entity (hereinafter called CONTRACTOR) submitting this Proposal affirms and declares:

1. That this PROPOSAL is executed by said CONTRACTOR with full knowledge and acceptance of the CONTRACT (including Specifications for each proposed module) enclosed with the INVITATION FOR PROPOSAL on the subject project, unless specifically noted in the CONTRACTOR'S Proposal.
2. That should this PROPOSAL be accepted in writing by the City of Middletown, Connecticut, (hereinafter called CITY) said CONTRACTOR will furnish the services, for which this PROPOSAL is submitted at the dollar amount indicated and in compliance with the provisions of said CONTRACT and SPECIFICATIONS.
3. That all items, documents, and information required accompanying this Proposal of the aforesaid PROPOSAL FORMAT AND CONTENTS are enclosed herewith.
4. The CITY reserves the right to reject any, or any part of, or all Proposal Proposals; to waive informalities and technicalities; and to accept that Proposal which the CITY deems to be in the best interest of the CITY, whether or not it is the lowest dollar Proposal.
5. Consideration in the awarding of the CONTRACT will be given, but not limited to, price, experience and competence of the Proposer, the nature and size of the Proposer's organization, experience of the Proposer with similar projects it has performed and completed in the past and determination by the CITY that the CONTRACTOR has the ability to complete the WORK.
6. The proposal is made with the understanding that it cannot be withdrawn for a period of ninety (90) days after the date set for opening of the proposals.

We the undersigned have examined the contract documents inclusive of the specifications, general terms and conditions and related contract documents and propose and agree to contract with the City of Middletown to provide all of the services specified herein in the manner prescribed and in accordance with the specifications for a comprehensive Enterprise Content Management System.

THE PROPOSAL MUST BE SIGNED BY THE RESPONDENT TO BE ACCEPTED:

COMPANY NAME

SIGNATURE AND TITLE

BIDDER acknowledges receipt of the following ADDENDA, if applicable:

Addendum No. 1 Date: _____ Initial: _____

Addendum No. 2 Date: _____ Initial: _____

Addendum No. 3 Date: _____ Initial: _____

PLEASE NOTE: All of the information below is REQUIRED. Please do not leave any information blank.

Date: _____

Corporation Name (if applicable)

Company Name

Mailing Address:

Payment Address (If different from mailing addr.):

Address

Address

City, State and Zip

City, State and Zip

FEIN NUMBER: _____ -- _____

Type of Ownership: _____ **Individual / Sole Proprietor**
(Please Check One)

_____ **Limited Liability Company**

_____ **Corporation**

_____ **Non Profit**

Nature of Organization's Principal Business: _____

Contact Information

Contact Name: _____ **Title:** _____

Phone Number: _____ **Fax:** _____

Email Address: _____

Website: _____

SIGN HERE: I hereby certify that the above information is correct.

Print or Type Name & Title

Signature

Date

WITH EACH PROPOSAL, THE BIDDER SHALL SUBMIT A SIGNED NON-COLLUSIVE STATEMENT ON THE FORM ENCLOSED HERE-IN (PAGE 38)

NON-COLLUSIVE STATEMENT

All Respondents are required to sign a Non-Collusive Statement with all public proposals as follows:

- I. The proposal has been arrived at by the Respondent, independently and has been submitted without collusion with, and without any agreement, understanding, or planned common course of action with any other provider of materials, supplies, equipment, or services described in the Invitation for Proposals, designed to limit independent bidding or competition; and
2. The contents of the proposal have not been communicated by the Respondent or its employees or agents to any person not an employee or agent of the Respondent or its surety on any bond furnished with the proposal, and will not be communicated to any person prior to the official opening of the proposals.

Date_____

Signed

Company

Address

Telephone Number

CHAPTER 26, CONTRACTS

ARTICLE I: EQUAL OPPORTUNITY IN EMPLOYMENT

26-1 Contract Provisions Required

Every contract made by or on behalf of the City of Middletown for the construction, lease, alteration or repair of any public building or public work, or for the purchase, manufacture, sale or distribution of materials, equipment or supplies shall contain provisions providing for equal opportunity in employment.

26-2 Enforcement Officer

The Human Relations Director, who is the City's Affirmative Action Officer, shall have the authority to enforce this ordinance.

26-3 Provisions to be Included

- A. Every contract for the construction, alteration or repair of any public building or public work shall contain the following provisions approved by the Human Relations Director:

The contractor agrees and warrants that in the performance of this contract he will not discriminate or permit discrimination against any person or group of persons on the grounds of race, color, religious creed, age, marital status, gender identity or expression, national origin, ancestry, sexual orientation, mental retardation or physical disability, including, but not limited to, blindness, unless it is shown by such contractor that such disability prevents performance of the work involved, political belief, Vietnam Era Veteran status, Union membership, genetic History, criminal record (unless the provisions of Section 46a-60, 46a-80(b) or 46a-81 of the Connecticut General Statutes are controlling or there is a bona fide occupational qualification excluding persons in one of the protected groups) present or past history of mental or physical disability, or sexual orientation in any manner is prohibited by the laws of the United States or of the State of Connecticut or the City of Middletown in any manner prohibited by the laws of the United States, the State of Connecticut, or the City of Middletown. The contractor also agrees to provide the Affirmative Action Officer of the City of Middletown with such information that may be requested concerning the employment practices and procedures of the contractor as related to the provisions of this article.

- B. The aforesaid provision shall include, but not be limited to, the following: advertising, recruitment, layoff, termination, rates of pay or other forms of compensation, conditions or privileges of employment selection for apprenticeship, selection or retention of subcontractors, or in the procurement of materials, equipment or services.

26.4 Notices to be posted on project site

The contractor shall hereinafter post on the project site, in conspicuous places available for employees and applicants for employment, notices setting forth its non-discrimination requirements.

26.5 Subcontractors and Suppliers

In all pre-contractual contracts between contractor and any subcontractor or supplier either for work to be performed under a subcontract or for the procurement of materials, equipment or services, each subcontractor or supplier shall be notified in writing by the contractor of the contractor's obligations under this contract relative to non-discrimination and each subcontractor or supplier, by his contracting agent, shall agree to and be bound by the terms of this Contract.

26.6 Effect on other laws

Nothing contained herein is intended to relieve any contractor from compliance with all applicable federal, state and municipal legislation or provision concerning equal employment opportunity, affirmative action, non-discrimination and related subjects during the term of its contract on this project.

(4/7/80; 3/8/93, 11/1/02, 2/3/03)

EXHIBIT A - INSURANCE REQUIREMENTS

RFP #2013-005 ENTERPRISE CONTENT MANAGEMENT SYSTEMS For the City of Middletown

A. GENERAL REQUIREMENTS:

The **VENDOR** shall be responsible for maintaining insurance coverage in force for the life of this contract of the kinds and adequate amounts to secure all of **VENDOR'S** obligations under this contract with an insurance company(ies) with an AM Best Rating of A- VIII or better licensed to write such insurance in the State of Connecticut.

The insurer shall provide the City of Middletown with original completed **Certificates of Insurance signed by an authorized representative of the insurance company(ies)** prior to purchase order/contract issuance. The **VENDOR** also agrees to provide replacement and/or renewal certificates at least thirty (30) days prior to the expiration of each policy.

Such insurance or renewals or replacements thereof shall remain in force during **VENDOR'S** responsibility under this contract.

The **VENDOR**, at their own cost and expense, shall procure and maintain all insurances required and shall name the City of Middletown as an Additional Insured on all contracts, except Workers' Compensation and Professional Errors & Omissions coverage. Coverage is to be provided on a primary, noncontributory basis. Upon request, the **VENDOR** shall provide a copy of the policy endorsement confirming the additional insured status of all parties required to be named in accordance with the terms of this contract.

In order to facilitate this requirement for insurance, it is recommended that VENDOR forward a copy of these requirements to their insurance representative(s).

B. SPECIFIC REQUIREMENTS:

(1) Workers' Compensation Insurance -

The **VENDOR** shall provide Statutory Workers' Compensation Insurance, including Employer's Liability with limits of:

\$100,000 Each Accident
\$500,000 Disease, Policy Limit
\$100,000 Disease, Each Employee

(2) Commercial General Liability Insurance -

The **VENDOR** shall carry Commercial General Liability insurance (Insurance Services Offices Incorporated Form CG-0001 or equivalent). A per occurrence limit of \$1,000,000 is required. The Aggregate Limit will be not less than \$1,000,000. Any deviations from the standard unendorsed form will be noted on the Certificate of Insurance.

(3) Business Automobile Liability Insurance -

If applicable, the **VENDOR** shall carry Business Automobile Liability insurance (Insurance Services Office Incorporated Form CA-00001 or equivalent). A combined single limit each accident of \$1,000,000 is required. "Any Auto" (symbol 1 or equivalent) is required. Any deviations from the standard unendorsed form will be noted on the Certificate of Insurance.

(4) **Professional Liability Insurance –**

If available, the **VENDOR** shall carry Professional Liability Insurance in an amount of not less than \$1,000,000.

(5) **Identity Theft Coverage –**

If available, specific to the scanning work being done under this Contract, the **VENDOR** shall carry Identity Theft Coverage to insure against the **VENDOR'S** illegal use of personal information, such as social security or driver's license numbers, in order to impersonate another individual.

C. SUBCONTRACTORS REQUIREMENTS:

The **VENDOR** shall require the same insurance that it is required to carry by the City of Middletown to be carried by any subcontractors and independent contractors hired by the **VENDOR** and to obtain **Certificates of Insurance** before subcontractors and independent contractors are permitted to begin work.

The **VENDOR** shall require that the City of Middletown be named as an Additional Insured on all subcontractors and independent contractors insurance before permitted to begin work. Coverage is to be provided on a primary, noncontributory basis.

The **VENDOR** and all subcontractors and independent contractors and their insurers shall waive all rights of subrogation against the City of Middletown and its officers, agents, servants and employees for losses arising from work performed by each on this contract.

D. OTHER

- ***If any policy is written on a "claims-made" basis, the policy must be continually renewed for a minimum of two (2) years from the completion date of work/service performed under this contract. If the policy is replaced and/or the retroactive date is changed, then the expiring policy must be endorsed to extend the reporting period for claims for the policy in effect during the contract for two (2) years from the completion date.***
- ***The City reserves the right to amend amounts of coverage required and types of coverage provided based on work or service to be performed.***

**INSURANCE LANGUAGE
APPROVED AS TO FORM:**

**DAWN M. WARNER
RISK MANAGER**

February 5, 2013
DATE

Bid Return Label

Always use Mailing Label below on all packages when submitting bids to the City of Middletown Purchasing Office for clear identification of your bid response.

Official Bid Documents Enclosed:

**RFP # 2013-005 Enterprise Content Management Systems -
Technical Services – City of Middletown**

Return Date: Wednesday, February 20, 2013 at 3:00 pm

**City of Middletown Purchasing Department
Municipal Building Room 112
245 DeKoven Drive
Middletown, CT 06457**

